
REPORT TO:	STANDARDS COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	12TH JANUARY 2011	CATEGORY: DELEGATED
REPORT FROM:	HEAD OF LEGAL & DEMOCRATIC SERVICES AND MONITORING OFFICER	OPEN PARAGRAPH NO: N/A
MEMBERS' CONTACT POINT:	ANDREA McCASKIE (595831)	DOC:
SUBJECT:	COMPLAINT HANDLING	REF:
WARD(S) AFFECTED:	ALL	

1.0 Reason for Exempt

1.1 Not applicable.

2.0 Recommendation

2.1 That the Committee considers the adoption of a questionnaire concerning satisfaction with complaint handling.

3.0 Purpose of Report

3.1 To consider the adoption of a questionnaire concerning satisfaction with complaint handling.

4.0 Detail

4.1 Members will recall that at the last Meeting, the Committee considered a proposed questionnaire concerning satisfaction with complaint handling, to be forwarded to the complainant and the subject Member following the decision of a Sub-Committee (Consideration) on an Investigator's report. At that Meeting, Members suggested several amendments to the questionnaire and these have now been incorporated into the revised document attached at Annexe 'A'.

5.0 Financial Implications

5.1 None.

6.0 Corporate Implications

6.1 The information given on the questionnaire will help the Committee to improve the way that complaints are handled.

7.0 Community Implications

7.1 The Council's Standards Committee plays a vital role in promoting and maintaining the highest standards of conduct by Councillors of South Derbyshire District Council and all the Parishes in its area.

8.0 Background Papers

8.1 None